

ANNUAL REPORT 2022/23 in numbers

Here's our annual report which gives information on how we performed during the financial year 1 April 2022 to 31 March 2023. We hope this is useful in terms of understanding key costs and our performance. If you've any queries or comments, please call us on (01229) 876523 or email: housing@westmorlandandfurness.gov.uk

Responsive Repairs



1584 emergencies
1853 urgent
2419 routine



£160
Average cost of responsive repair



Planned Maintenance Works

£2,350,568 spent on major improvements



£452,518 central heating



£228,905 rewires



£745,724 roofs



£624,075 windows



£299,346 repointing



100%
properties meet Decent Homes Standard

Rents

£86.22 average weekly rent

£356,955 current tenant arrears

5 tenants evicted for rent arrears



Tenancy & Estates

2650 people on Cumbria Choice register

154 homes were re-let

80.4% properties accepted on first offer

25 houses sold under Right to Buy Scheme

2,499 dwellings managed by Housing Service



Your Home

Gas Safety Checks

100% properties have valid gas certificates

44 warrants obtained to gain access to properties to carry out gas servicing where tenants refused access

£968 spent on warrants



Aids & Adaptations

£134,527 spent on adaptations

85 properties received adaptations

Neighbourhood

1 report of race-related hate Crime

Complaints	Stage 1	Stage 2
Upheld	2	0
Not upheld	3	0
Partly upheld	1	0
Rejected/withdrawn	0	0
Total	5	0